Multimedia Contact Center Web Developer Guide

BCM 4.0

Business Communications Manager

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NORTEL

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Chapter 1
Getting started

This guide is about how a web developer integrates Multimedia Contact Center with a company website and customizes its Multimedia Contact Center web pages. Multimedia Contact Center comes with a set of default web pages that can be displayed to web callers. You can customize these pages to match the look and feel of your website.

You or the system administrator can:

- customize the default Multimedia Contact Center message templates
- create and distribute lists of web pages that Multimedia Contact Center agents "push" to callers
- test Multimedia Contact Center with your website by putting a link to the default first Multimedia Contact Center configuration from an unadvertised web page (a page with no links leading to it)

For information about:

- the default Multimedia Contact Center messages see Chapter 3, "Multimedia Contact Center messages
- downloading message templates see "Downloading web pages and viewing web page lists" on page 28
- customizing messages see "About customizing Multimedia Contact Center web pages" on page 35
- uploading web pages see "Uploading or deleting web pages" on page 31
- creating and distributing web page lists see "Creating and distributing web page lists" on page 38

Prerequisites for customizing Multimedia Contact Center web pages

To customize Multimedia Contact Center web pages you must know

- web page development techniques, including how to use frames and tables
- HTML syntax, especially the <FORM> tag
- how to access CGI scripts
- the host name where the Multimedia Contact Center service is installed

Multimedia Contact Center uses a client browser with two windows. One window contains an applet that provides the Multimedia Contact Center functionality. The other window displays web pages, either as a result of performing a Multimedia Contact Center operation, or from following a link from a previous page.

In this document, the server that Multimedia Contact Center is installed on is referred to as <bcmip>

where:

- • <bcmip> is the IP address of the BCM system

The Contact Center system administrator must provide you with:

- the Fully Qualified Domain Name (FQDN) or IP address of the Business Communications Manager system, or (if behind a firewall), the FQDN or IP address of the externally-accessible host that forwards requests to the Business Communications Manager
- the name of the Business Communications Manager account
- the IDs of the skillsets to be used for Multimedia Contact Center calls

Audience

This guide is intended for web developers and system administrators.

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
BCM	Business Communications Manager
CLID	Calling line identifier
DNIS	Dialed number identification service
ERC	Express routing code
PSTN	Public switched telephone network

Symbols and text conventions

These symbols are used to Highlight critical information for the BCM 4.0 system:

Caution: Alerts you to conditions where you can damage the equipment.

Danger: Alerts you to conditions where you can get an electrical shock.

Warning: Alerts you to conditions where you can cause the system to fail or work improperly.

Note: A Note alerts you to important information.

Tip: Alerts you to additional information that can help you perform a task.

Security note: Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

Warning: Alerts you to remove the BCM 4.0 main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Displaybutton option. Available on two line display telephones. Press thebutton button directly below the option on the display to proceed.
Dialpad buttonsDialpad buttons	#	ButtonsButtons you press on the dialpaddialpad to select a particular option.

Related publications

This document refers to other related publications, which appear in the following list. To locate specific information, you can refer to the Master Index of BCM 4.0 Library.

BCM 4.0 Administration Guide (N0060598)

CallPilot Manager Set Up and Operation Guide (N0027247)

CallPilot Contact Center Telephone Administration Guide (N0060615)

Contact Center Set Up and Operation Guide (N0060620)

Contact Center Supervisor Guide (N0060621)

Multimedia Contact Center Set Up and Operation Guide (N0060626)

How to get Help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

http://www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

http://www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Chapter 2
Integrating Multimedia Contact Center with a website

This section describes how to use CGI scripts and HTML commands to control how Multimedia Contact Center is integrated with a company website.

Callers invoke Multimedia Contact Center by clicking a link or Voice Button icon on a web page. Callers can access Multimedia Contact Center:

- from an HTML form
- from a hypertext link to a URL

Both these methods of accessing Multimedia Contact Center use one web interface that executes the Multimedia Contact Center CGI script:

<https://<bcmip>/ivb-cgi-bin/vb.exe>

where <bcmip> is the externally-accessible FQDN or IP address of your Business Communications Manager (BCM)

Multimedia Contact Center call types

Multimedia Contact Center supports two call types:

- Phone-and-browser calls integrate a standard voice call with a Contact Center agent and a Multimedia Contact Center browser call session with follow-me browsing, text chat and screen capture push.
- Browser-only calls have the same browser features of phone-and-browser calls, but no voice call component.

Note: All agents must ensure that the Power Options on their PC is set to "Always on" to prevent the PC from entering a power-saving mode. When an agent's PC goes into a power-saving mode (hibernate, sleep) the time needed for the PC to wake up is too long to support a browser-only text chat. To access the Power Options panel in Windows, use the following path:

Settings > Control Panel > Power Options > Power Schemes

For more details on how to configure your the power options for your PC, refer to the Windows documentation.

Multimedia Contact Center CGI parameters

Two fundamental parameters are passed to the Multimedia Contact Center CGI script during call setup:

- **cmd**: specifies the command to be executed in the script. cmd must be equal to “call” to place a PSTN voice call, or to “chat” to place a browser-only call
- **group**: specifies the skillset to be called

  Contact your company Multimedia Contact Center administrator for the IDs of the skillsets that accept calls for your company.

  For Contact Center the ID range is 01-50. For example, group = skset01.

Note: The value for skset must always be a two digit number.

Optional Multimedia Contact Center CGI parameters

The following parameter can be passed to the Multimedia Contact Center CGI script:

- interface: specifies the set of customized web pages to be used for the call

Multimedia Contact Center uses HTTP cookies to store user preferences, such as type of call to be made. You can override these preferences with additional parameters to the call command. The default interface (the set of web pages that are supplied with Multimedia Contact Center), is called default. For more information see Chapter 4, “Customizing Multimedia Contact Center.

How Multimedia Contact Center launches calls

The Multimedia Contact Center CGI script executes commands in the Multimedia Contact Center system. Several commands are available. This section covers the call and chat commands, which launch a phone-and-browser call or a browser-only call between two parties.

Phone and browser calls use a PSTN voice connection. This means a caller clicks a link with the parameter cmd=call.

Browser-only calls occurs if a caller clicks a link with the parameter cmd=chat. The caller does not want to communicate using the PSTN and wants to be connected in text chat mode only.

Using call command parameters in HTML forms

You can use HTML forms to obtain and pass the parameters and values of the Multimedia Contact Center CGI script's call command. See "Multimedia Contact Center CGI parameters" on page 14 and "Optional Multimedia Contact Center CGI parameters" on page 14 for a list of the valid parameters.

The following example displays an icon on the page, which, when clicked by the caller, causes a call to be placed between the caller and the agent.

```
FORM action="<https://<bcmip>/ivb-cgi-bin/vb.exe>" method="POST">
<INPUT TYPE="hidden" NAME="cmd" VALUE="call">
<INPUT TYPE="hidden" NAME="group" VALUE="skset01">
<INPUT TYPE="hidden" NAME="return_url"
<INPUT TYPE="hidden" NAME="interface" VALUE="default"
VALUE="http://www.caller.com/thanks_for_calling_us.html">
<INPUT TYPE="image" ALIGN=MIDDLE SRC="call_us_button.gif"
BORDER=0>
</FORM>
```

The following example shows a list of skillsets to be called.

```
<FORM ACTION="<https://<bcmip>/ivb-cgi-bin/vb.exe>"
METHOD="POST">
<INPUT TYPE="hidden" NAME="cmd" VALUE="call">
<INPUT TYPE="hidden" NAME="interface" VALUE="default"
<SELECT NAME="group">
<OPTION VALUE="skset01" SELECTED>Sales
<OPTION VALUE="skset02">Technical Support<OPTION
VALUE="skset03">Tracking Orders
</SELECT>
<INPUT TYPE="submit" VALUE="Call us now">
</FORM>
```

Placing a browser-only call to an agent

When an agent is on a call with a caller (for example, an agent who calls a caller before any Multimedia Contact Center interface is initiated), the agent and caller can establish a Multimedia Contact Center browser-only call. With a browser-only call the agent and the caller can share information using the URL push and text chat features of the Multimedia Contact Center agent and caller interfaces.

The following HTML code is an example of a data exchange only call type using a URL-encoded hypertext interface:

<A HREF="https://bcm.<bcmip>:/ivb-cgi-bin/vb.exe? cmd=chat&skset=01"> Click here to communicate over the Internet with a sales person</A>	Click here to communicate over the Internet with a sales person

Note: "cmd" is equal to "chat" and not "call". By using this command, no voice call is established between the caller and agent and no call setup preferences are needed.

Using a URL-encoded hypertext link interface

The simplest way to include the Multimedia link on a web page is to encode a call to the Multimedia Contact Center CGI script within a hypertext link. Use this type of interface if you want callers to click an HTML link to place a call.

The following HTML code is an example of a URL-encoded hypertext interface:

<A HREF="https://bcm.<bcmip> /ivb-cgi-bin/ vb.exe?cmd=call&group=skset01&interface=default"> Click here to call our sales department</A>	Click here to call our sales department

When you encode the call to the CGI script from within a hypertext link:

- separate the options from the CGI command with a '?' character
- separate each parameter with a '&' character

Using Multimedia Contact Center with HTML frames

Because the Multimedia Contact Center CGI script can return with a new page to be loaded in the browser (such as the caller setup preferences page or the caller monitor applet page), use the TARGET parameter in the <FORM> or <A HREF=...> tags if you use these within an HTML frame. This ensures that the page that appears when the caller clicks the Multimedia link appears in a full web browser window. If you do not specify the TARGET parameter the web page can appear in a small frame without functional scroll bars. This can render the caller setup page useless.

The following example shows the use of the TARGET parameter:

```
<FORM action="https://bcm.<bcmip>/ivb-cgi-bin/vb.exe" method="POST"
TARGET="_VB">
<INPUT TYPE="hidden" NAME="cmd" VALUE="call">
<INPUT TYPE="hidden" NAME="group" VALUE="skset01">
<INPUT TYPE="image" ALIGN=MIDDLE SRC="call_us_button.gif" BORDER=0>
<INPUT TYPE=”hidden” NAME=”interface” VALUE=”default”
</FORM>
```

Tips for designing a website to work with Multimedia Contact Center

Follow-me browsing does not work with links that use the JavaScript pseudo-protocol.

Instead of encoding a link on your page as: href=javascript:func(), use:

```
href="" onclick="func(); return false;"
```

Follow-me browsing does not work for Active Server Pages within a frameset for callers who use Netscape 4.x. Callers who use Internet Explorer or Netscape 6.x or 7.x do not have this problem.

Note: Try to avoid incorporating downloaded plug-ins that users might not have in your web pages, because plug-ins that users must install can require them to reboot their PCs.

Avoid using the JavaScript name command, for example: name="myName"; to rename the user's browser window. Multimedia Contact Center targets the name "VB_OUTPUT" for messages and URLs sent to the caller.

Customize Multimedia Contact Center template files (for example, Msg.html) to follow the look and feel of your website.

Add links from pages on your website to Multimedia Contact Center.

If your BCM is behind a Win2000 server with NAT but no firewall client installed, and a caller sends a file to the agent, the file is not received. A message appears indicating that the page cannot be displayed. To allow files to be received by the agent in this scenario, complete the following steps:

1. On the agent PC, program the HOSTS file with <ipaddress> <domain name> to map the IP address of the BCM to the FQDN of the Win2000 server.
2. On the BCM, program the HOSTS with <ipaddress> <domain name> to map the IP address of the BCM to the FQDN of the Win2000 server.

3 Program the FQDN in the Multimedia Admin as <domain name>. (I am not sure what the Multimedia Admin is. Is it another file? Please clarify.

4 Use a web page that has been programmed with FQDN - HREF “http:// <domain name> 6800 ...” for the customer to call from.

5 Establish a call from the customer to the agent.

Screen captures and refresh pages now appear properly at both the agent and customer sites.

Chapter 3
Multimedia Contact Center messages

Multimedia Contact Center messages are web pages that are sent from a business' web site to callers, who are customers, contacts, or web surfers who have contacted the business.

These messages assist callers in making contact with the business, give callers choices in the type of media they use to contact the business, and provide callers with updates about the progress of their call.

You can:

- customize the default Multimedia Contact Center message templates
- create lists of web pages that Multimedia Contact Center agents push to callers
- create interfaces, which are sets of web pages specific to topics, such as sales and service department, or languages, such as French, Spanish and German

For information about:

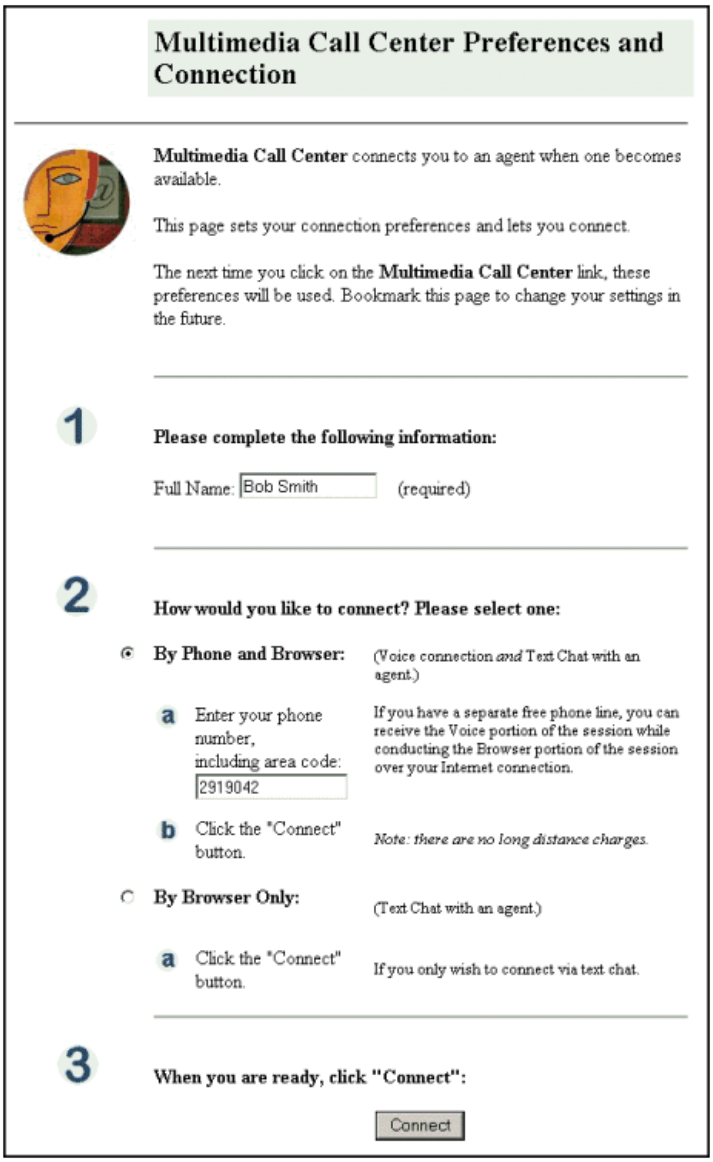
- default Multimedia Contact Center messages see:
  - "Call setup messages" on page 20
  - "Status and error messages" on page 21
  - "Web refresh message" on page 25
- downloading message templates see "Downloading web pages and viewing web page lists" on page 28
- customizing messages see "Customizing web pages" on page 30
- uploading web pages see "Uploading or deleting web pages" on page 31
- creating and distributing lists of web pages see "Creating and distributing web page lists" on page 38
- creating customized interfaces see "Multimedia Contact Center graphics" on page 39

Call setup messages

"Call setup page" shows the initial interface for callers.

Call setup page

Callers see the following HTML form when they click the Multimedia Contact Center link on a web page.

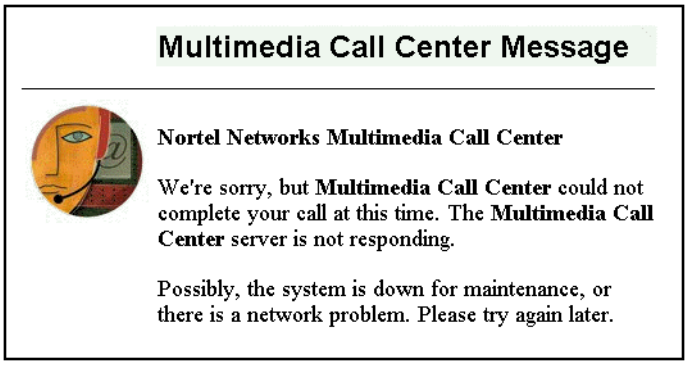

Multimedia Call Center Preferences and Connection
Multimedia Call Center connects you to an agent when one becomes available.
This page sets your connection preferences and lets you connect.
The next time you click on the Multimedia Call Center link, these preferences will be used. Bookmark this page to change your settings in the future.
1
Please complete the following information:
Full Name: Bob Smith (required)
2
How would you like to connect? Please select one:
By Phone and Browser: (Voice connection and Text Chat with an agent.)
a Enter your phone number, including area code: 2919042
If you have a separate free phone line, you can receive the Voice portion of the session while conducting the Browser portion of the session over your Internet connection.
b Click the "Connect" button.
Note: there are no long distance charges.
By Browser Only: (Text Chat with an agent.)
a Click the "Connect" button.
If you only wish to connect via text chat.
3
When you are ready, click "Connect":
Connect

Status and error messages

During a call, a caller can see one or more of these status and error messages. Multimedia Contact Center displays these messages by creating an instance of the HTML template file called MSG.html.

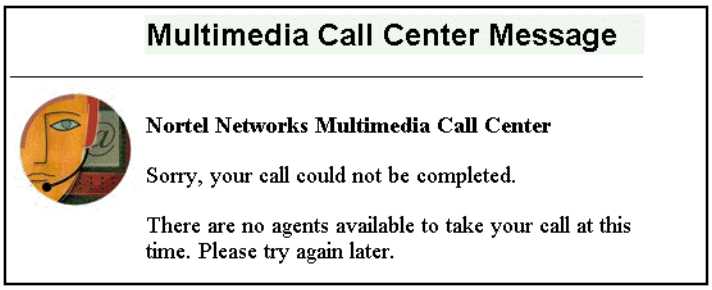
Multimedia Contact Center unavailable message

Callers see the following message if they click the voice button icon while Business Communications Manager is not operational.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
We're sorry, but Multimedia Call Center could not complete your call at this time. The Multimedia Call Center server is not responding.
Possibly, the system is down for maintenance, or there is a network problem. Please try again later.

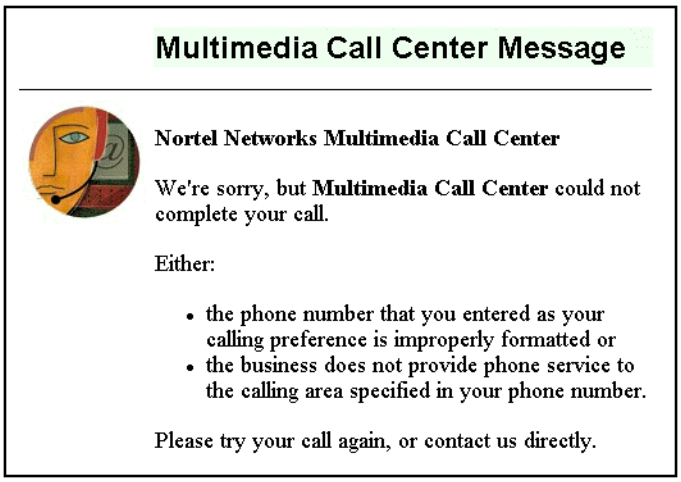
No agents logged on message

The following is the message callers see if there are no Multimedia Contact Center agents logged on.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Sorry, your call could not be completed.
There are no agents available to take your call at this time. Please try again later.

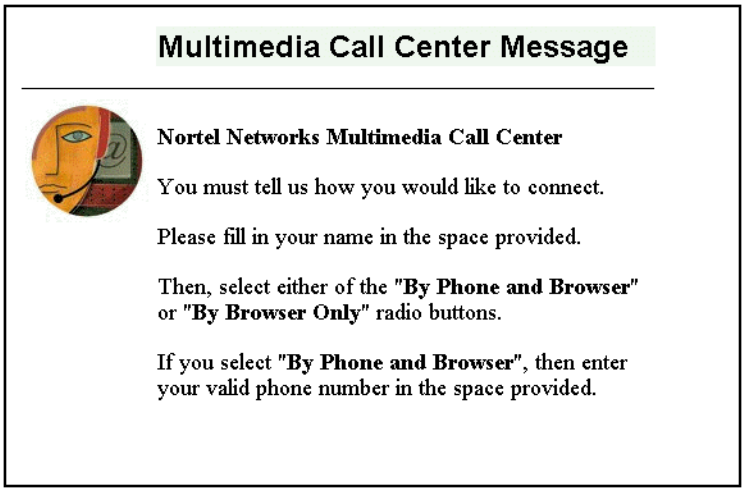
Bad calling preferences message

Callers see the following message if the phone number they enter in the call setup page is improperly formatted, or if Multimedia Contact Center does not provide service to their calling area.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
We're sorry, but Multimedia Call Center could not complete your call.
Either:
the phone number that you entered as your calling preference is improperly formatted or
the business does not provide phone service to the calling area specified in your phone number.
Please try your call again, or contact us directly.

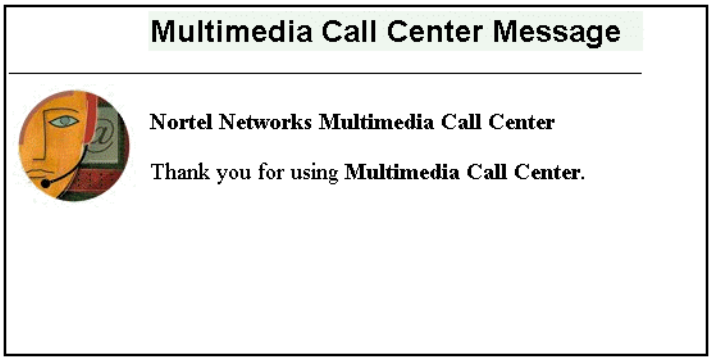
Choose how to connect message

Callers see the following message if they do not specify their connection preferences in the call setup page.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
You must tell us how you would like to connect.
Please fill in your name in the space provided.
Then, select either of the "By Phone and Browser" or "By Browser Only" radio buttons.
If you select "By Phone and Browser", then enter your valid phone number in the space provided.

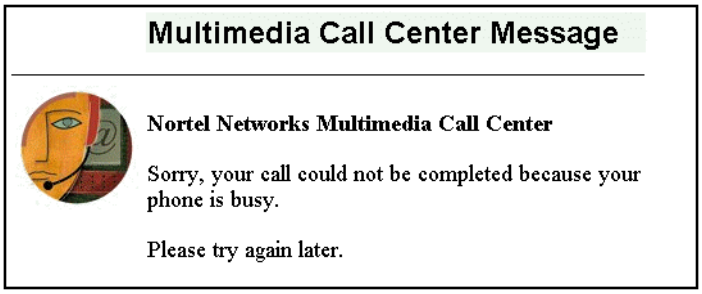
Session completed message

Callers see the following message after they click the Hangup button on the Multimedia Contact Center caller interface.



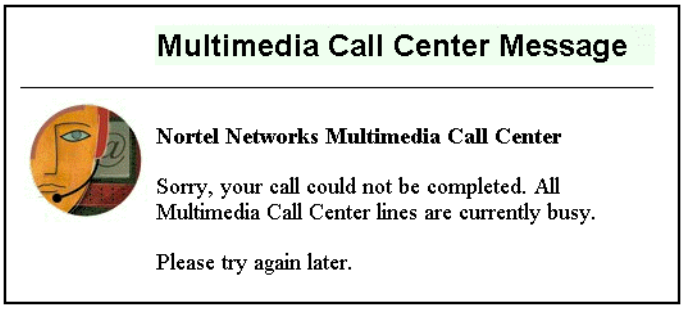
User busy message

Callers see the following message if their call cannot be completed because their phone line is busy.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Sorry, your call could not be completed because your phone is busy.
Please try again later.

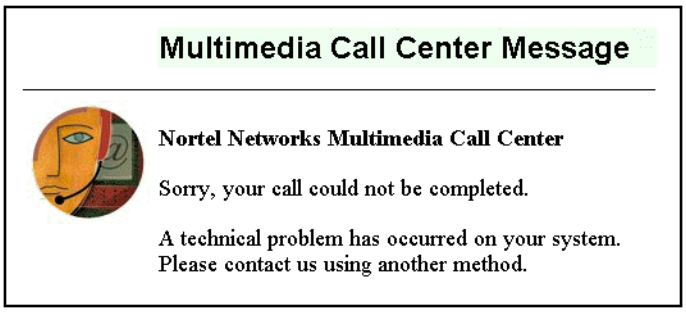
Lines busy message

Callers see the following message if their call cannot be completed because Business Communications Manager has no available phone lines.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Sorry, your call could not be completed. All Multimedia Call Center lines are currently busy.
Please try again later.

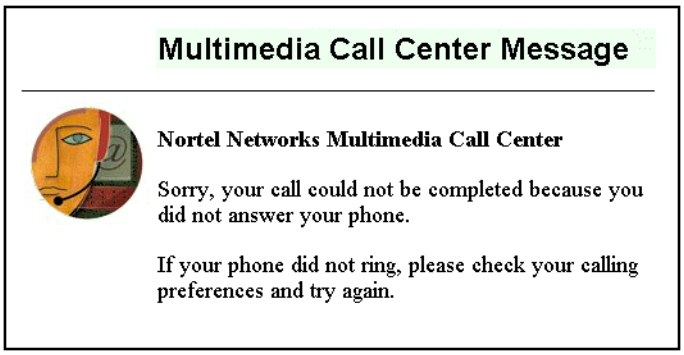
Make call failed message

Callers see the following message if their call cannot be connected because there is a problem with the Multimedia Contact Center server.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Sorry, your call could not be completed.
A technical problem has occurred on your system.
Please contact us using another method.

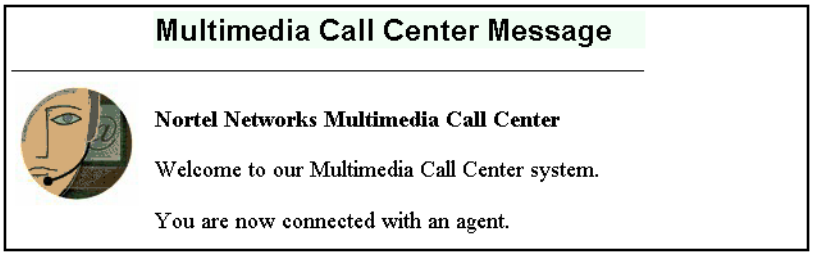
No answer message

Callers see the following message if they do not answer their phone.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Sorry, your call could not be completed because you did not answer your phone.
If your phone did not ring, please check your calling preferences and try again.

Connected message

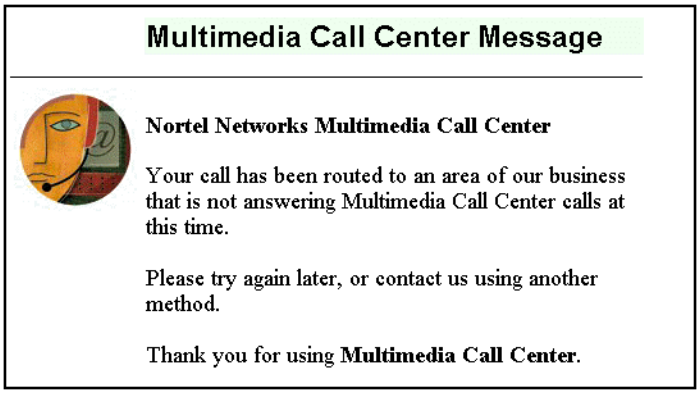
Callers see the following message when they connect to an agent.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Welcome to our Multimedia Call Center system.
You are now connected with an agent.

Note: When a caller receives the connected message web page, the caller cannot press F5 to refresh their web page. If the caller presses F5, the call is disconnected.

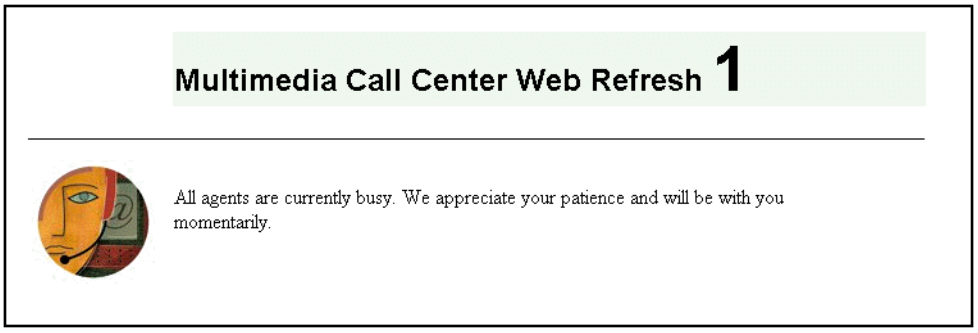
Call transferred message

Callers see the following message when Multimedia Contact Center or an agent transfers the voice call.


Multimedia Call Center Message
Nortel Networks Multimedia Call Center
Your call has been routed to an area of our business that is not answering Multimedia Call Center calls at this time.
Please try again later, or contact us using another method.
Thank you for using Multimedia Call Center.

Web refresh message

Callers see the following message while they are waiting for a Multimedia Contact Center agent to become available. You can create variations of this message to assure callers that their call is important, and all agents are still busy.


Multimedia Call Center Web Refresh 1
All agents are currently busy. We appreciate your patience and will be with you momentarily.

Note: When a caller receives the web refresh web page, the caller cannot press F5 to refresh their web page. If the caller presses F5, the connected message web page appears, and no further web refresh pages appear. The caller must disconnect the call and try again.

Chapter 4
Customizing Multimedia Contact Center

Customizing Multimedia Contact Center web pages involves:

- "Downloading web pages and viewing web page lists" on page 28
- "Customizing web pages" on page 30
- "Uploading or deleting web pages" on page 31
- "Creating and distributing web page lists" on page 38
- "Multimedia Contact Center graphics" on page 39

Using customized interfaces

The examples shown in this section are the default templates that are included with Multimedia Contact Center. You can make copies of these pages and customize them to suit your company's needs.

Note: The customizable interfaces are case-sensitive. When you create a new interface, ensure that the HTML code references the title with the correct capitalization (for example, to reference the interface Testing, ensure that the HTML reference is also *Testing* and not *testing*).

A set of customized files is known as an *interface*. You can create several interfaces for a company website. For example, for a multilingual website you can create English, French, Spanish and German interfaces. For a Business Communications Manager that supports several businesses, you can create a different interface for each business.

To use customized interfaces for your website you must include the interface parameter with each call, chat or setup comment you put on the website.

For example, to use customized Spanish Multimedia Contact Center template pages from a hyperlink, include the parameter "interface=spanish" in the link. When you upload the customized pages, make sure you upload the customized Spanish pages to the interface named "Spanish".

For an HTML form, include a line similar to this example:

<INPUT TYPE="hidden" NAME="interface" VALUE="Spanish">

Downloading web pages and viewing web page lists

To customize a Multimedia Contact Center page, download it to your computer, customize it, and then upload it to Business Communications Manager. You can also view the lists of Multimedia Contact Center files that are on your system.

To download web pages or view lists of pages

1. Launch and log on to Element Manager.

   The Element Manager opens with the Configuration tab selected in the Task Navigation Panel.

2. Click the **Applications** folder.
3. Click **Voice Messaging/Call Center**.

   The Voice Messaging/Call Center panel appears.

4. Click **Launch CallPilot Manager**.

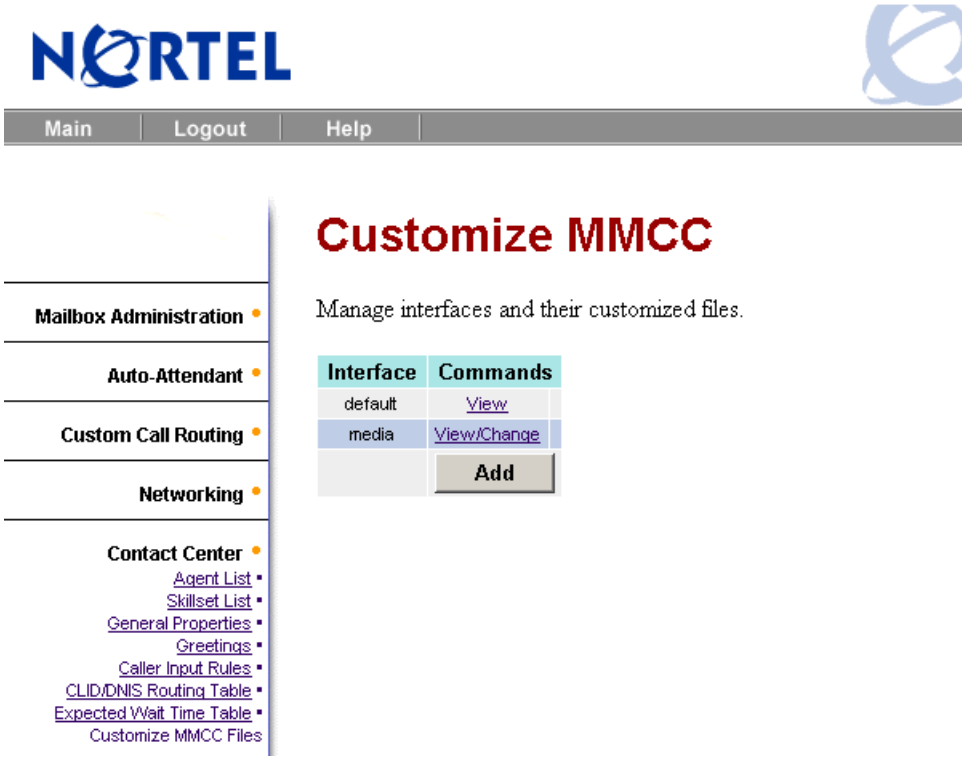
   The CallPilot Manager: Main Menu page opens.

5. Click **Contact Center**.

   The Contact Center page opens.

6. Click Customize **MMCC Files**.

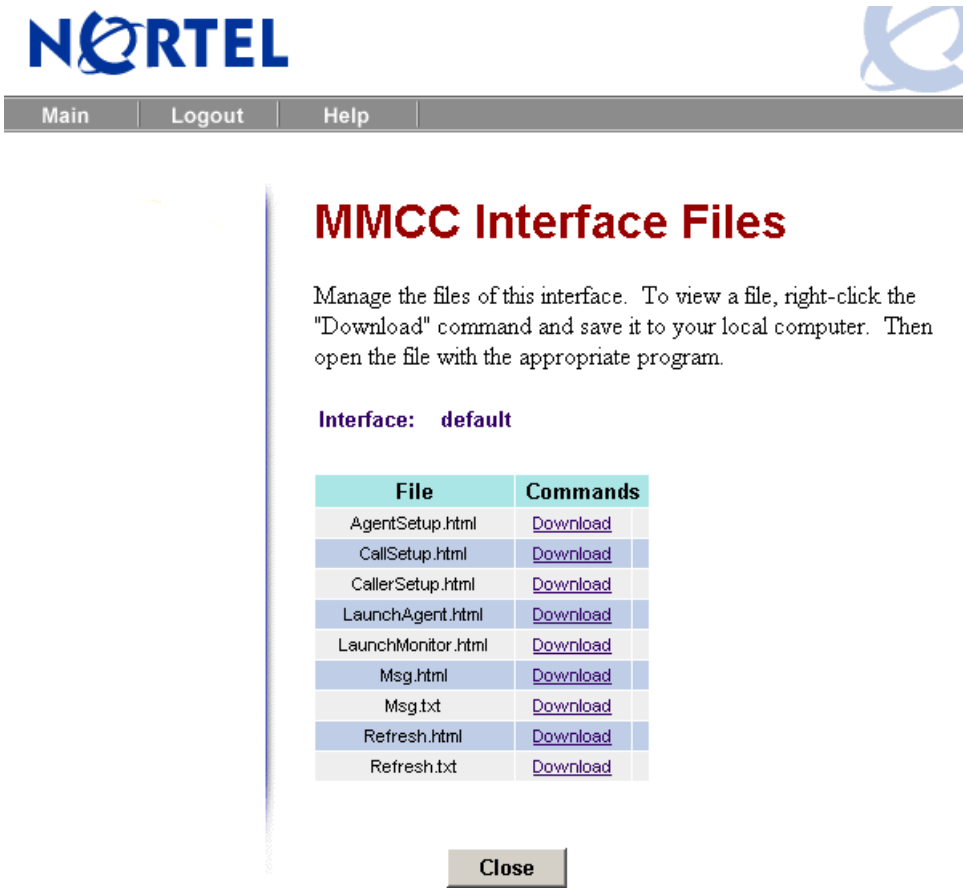
   The Customize MMCC window opens.



7 Click **View/Download Files** to generate a list of available files.

A list appears in a new browser page.

The default subfolder contains the set of default web page templates and text substitutions. You can create other subfolders when you upload customized web pages.



8 To view a list of web pages, click the link for the list you want to view

or

to download the default web pages if you want to customize Multimedia Contact Center web pages, click the default link. In this example, we clicked the default link.

The list of default Multimedia Contact Center web pages appears.

9 To download a file, right-click the link, click **Save As,** and save the file to your PC.

You can change the filename if necessary.

Customizing web pages

You or your web developer can customize web pages and upload them to Business Communications Manager. You can customize the default Multimedia Contact Center web pages or create your own.

Note: Do not directly edit web pages.

Note: Do not change the location of the Multimedia Contact Center default files on Business Communications Manager.

To customize web pages

1. Download the web page or web page list you want to customize to your computer. Refer to "Downloading web pages and viewing web page lists" on page 28.
2. Customize the file or list of files.
3. Upload the customized files to Business Communications Manager using the procedure in "Uploading or deleting web pages" on page 31.

Downloading, customizing, and uploading pages

Overview of customizing an Msg.html file for the ABC Computer Company

1. Download the MSG.html template from Business Communications Manager to your desktop. Refer to "Downloading web pages and viewing web page lists" on page 28.
2. Customize the MSG.html file.
3. Save the new customized file in your local directory. Save the new file with a new name, such as abc_Msg.html.
4. Log on to Business Communications Manager using the ABC Computer Company User ID and password.
5. Upload the file (see "Uploading or deleting web pages" on page 31).

Overviews of downloading, customizing and uploading pages

An overview of customizing an MSG.html file for the ABC Computer Company

1. Download the MSG.html template from Business Communications Manager to your desktop. Refer to "Downloading web pages and viewing web page lists" on page 28.
2. Customize the MSG.html file.
3. Save the new customized file in your local directory. Save the new file with a new name, such as abc_Msg.html.

4 Log on to Business Communications Manager using the ABC Computer Company name and password.

5 Upload the file. Refer to "Uploading or deleting web pages" on page 31.

Overview of uploading Spanish-language status and error messages

1 Download the Msg.html and Msg.txt template files from Business Communications Manager to your desktop and customize them. Refer to "Downloading web pages and viewing web page lists" on page 28.

2 Upload the files using the procedure in "Uploading or deleting web pages" on page 31:

   a Click the **Spanish** link.

   b Click **Add**.

   c From the list of customizable file names, select the **Msg.html** file.

   d Click **Add File**.

Uploading or deleting web pages

After you customize Multimedia Contact Center web pages, use this procedure to upload them to Business Communications Manager. You can also use this procedure to delete any customized files that are outdated, misnamed, or misfiled.

To upload or delete customized files

1 Launch and log on to Element Manager.

   The Element Manager opens with the Configuration tab selected in the Task Navigation Panel**.**

2 Click the **Applications** folder.

3 Click **Voice Messaging/Call Center**.

   The Voice Messaging/Call Center panel appears.

4 Click **Launch CallPilot Manager**.

   The CallPilot Manager: Main Menu page opens.

5 Click **Contact Center.**

   The Contact Center page opens.

6 Click **Customize MMCC Files**.

   The Customize MMCC window opens.

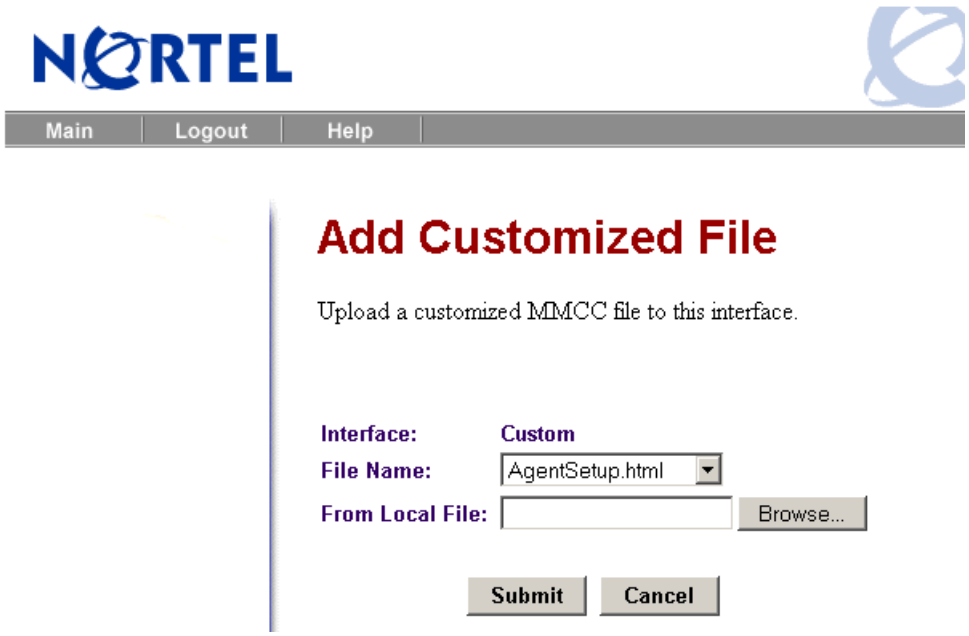
7 Click **View/Download Files** to generate a list of available files.

The list appears in a new browser page.

The default subfolder contains the set of default web page templates and text substitutions. You can create other subfolders when you upload customized web pages.

8 Click **Add**.

The Add Customized File window opens.



9 To upload files:

a From the **File Name:** pull-down list, select the file you want to customize.

b In the **From Local File:** field enter the path of the file, or click **Browse** to browse your PC for the file.

The path of the file you selected appears in the field.

c Click **Submit**.

To delete files:

a From the **MMCC Customize Files** page, Find the file you want to remove, and click **Remove** in the commands column.

The file is deleted from the list.

To upload a media file

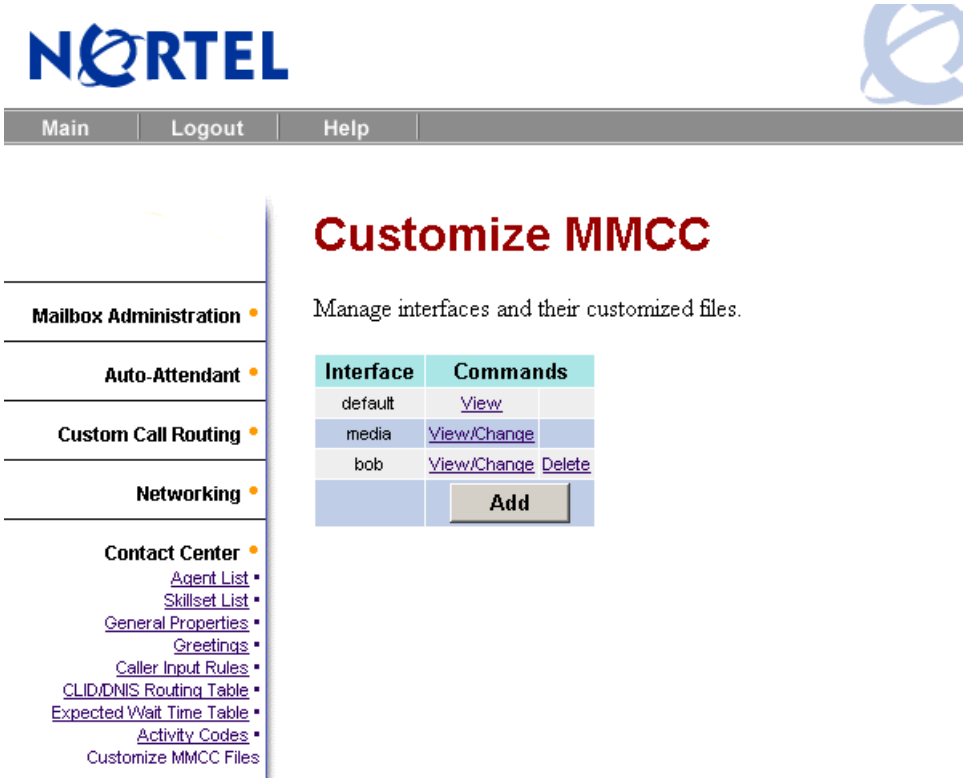
To upload a customized file for the media interface, complete this procedure.

1 From the CallPilot Manager Main Menu Web page, click the **Contact Center** heading.

The Contact Center page opens.

2 Click **Customize MMCC Files**.

The Customize MMCC window opens.

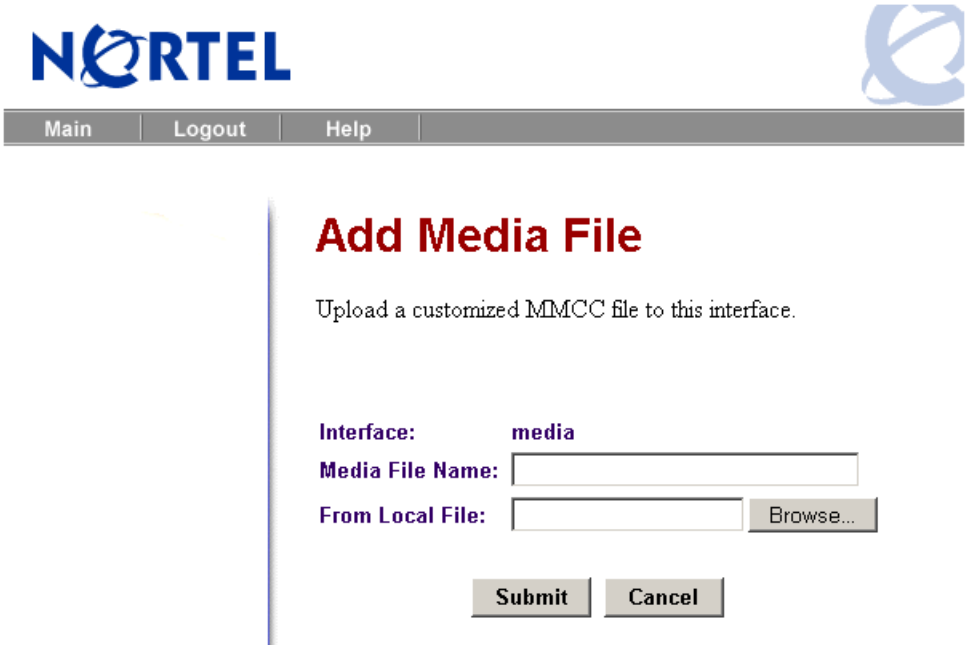


3 Click **View/Change** in the command column of the media interface.

The MMCC Interface Files window opens.

4 Click **Add**.

The Add Media File window opens.



5 In the **Media File Name** field, enter the name of the file you want to upload.

6 In the **From Local File** field, enter the path of the file, or click **Browse** to browse your PC for the file.

The path of the file you selected appears in the field.

7 Click **Submit**.

The file uploads to the media interface directory.

About customizing Multimedia Contact Center web pages

You can customize web pages and upload them to Business Communications Manager. You can customize the default Multimedia Contact Center web pages or create your own.

Note: Do not directly edit web pages.

Do not change the location of the Multimedia Contact Center default files on Business Communications Manager.

Customizing Msg.html

If you customize Msg.html, do not insert anything above or in front of the first line. The first line is where the CGI script stores any response headers, such as cookies. You can alter the style elements of the page, such as colors and fonts, and the layout of the page. The page uses a table to control the page width.

Do not change the names of any of the error codes and their body of text that are displayed to the user. You can put tags such as <FONT> tags around the text to specify a certain style, but do not change the error code names or the structure of the comments. These blocks of text become uncommented by the CGI script when they are displayed to the user if an error occurs.

Do not alter the line !@#$MsgDataMsg$#@!

Customizing CallSetup.html

You can customize the CallSetup page but you must maintain the syntax of the HTML form that is used. Do not insert anything above or before the first line.

The CGI script uses the variables:

- !@#$PreferencesDataInterface$#@!
- !@#$PreferencesDataCallerName$#@!
- !@#$PreferencesDataCallerEmail$#@!
- !@#$PreferencesDataPhoneBrowser$#@!
- !@#$PreferencesDataCallerDN$#@!
- !@#$PreferencesDataBrowserOnly$#@!

to substitute the values passed from the web page to the server and parameters obtained from the caller's http cookies. Do not change or delete these variables.

Customizing CallerSetup.html

You can customize the body section of the CallerSetup page. Do not change anything else on the page.

Customizing LaunchMonitor.html

Use the LaunchMonitor.html page to launch the Multimedia Contact Center caller monitor applet.

Do not change the applet tag or the PARAM tags in the default LaunchMonitor.html page. The Multimedia Contact Center CGI script gives them the appropriate values to ensure that the caller monitor applet works correctly.

You can modify the colors used in the caller monitor applet by setting additional parameters in the LaunchMonitor.html file. You can set parameters by adding <PARAM> tags that specify foreground and background colors:

<PARAM NAME=param_name VALUE=param_value>

These lines must be placed in the list with the other PARAM tags. Valid param_names are:

- foreground
- background
- buttonforeground
- buttonbackground

Valid values of these parameters are: red, blue, yellow, green, white, cyan, magenta, orange, gray, and black. The default values are black for the foreground, oyster gray for the background, black for the button foreground, and oyster gray for the button background.

You can alter the style of LaunchMonitor.html, but the colors and fonts must match the ones used in the caller monitor applet. LaunchMonitor.html is used within a frame defined in the Msg.html file. If you want to put more content on LaunchMonitor.html page, the frame must be resized by customizing the Msg.html page.

Pop-up blocker applications

Pop-up blocker applications used by Multimedia Contact Center callers prevent them from using the Multimedia Contact Center caller monitor applet. Callers must change the settings of their pop-up blocker to allow pop-ups. Once pop-ups are allowed, the caller can use the caller monitor applet successfully.

It is recommended that the web developer add a note that alerts the customer to turn off their pop-up blocker (allowing pop-ups) before placing a Multimedia Contact Center call.

Pop-up blocker applications used by Multimedia Contact Center agents prevent them from using the Agent Notification application. Agents must change the settings of their pop-up blocker to allow pop-ups. Once pop-ups are allowed, the agent can use Agent Notification application successfully.

Customizing Refresh.html

Do not alter the first line or put anything before it. A table near the end of the default file describes the refresh parameters that can be used. Note that some of the parameters have not yet been implemented in the Contact Center, so they have a value of 0.

This is the list of parameters that are sent. All of these parameters are optional.

- UCID is the Unique Call Identifier
- UQID is the Unique Skillset Identifier
- AID is the Announcement ID from Contact Center
- AIQ is the Agents in the skillset
- CIQ is the Calls in the skillset
- ANWTIQ is the Expected Wait Time (EWT) in the skillset (hh:mm)
- LWTIQ is the Longest wait time in the skillset (hh:mm)
- PIQ is the position in the skillset
- AVWTIQ is the average wait time (hh:mm)

Customizing .txt files

Each HTML file has a corresponding txt file that contains the message text. Lines in the txt file have the form

Variable = Message

Change only this part.
Do not change the variable.

Refresh.txt contains text greetings, numbered that correspond to the Contact Center greeting numbers used in the skillset routing table. Each text greeting in the refresh.txt file is intended to correspond to a particular Contact Center greeting. If corresponding text and voice greetings are used, they must have similar content.

Note: Only Msg.txt and Refresh.txt files contain text that you can modify.

Creating and distributing web page lists

You can create bookmarked lists of web pages that agents can push to callers.

After you create a web page list, export it in a shared directory on your network and tell the Multimedia Contact Center Administrator to notify agents to import the list.

Note: You must use Internet Explorer for the web page lists you create and distribute. Other browsers are not supported.

To create a list of web pages

1. In your browser, create a folder for the new list of web pages. Create a folder name that is easy to identify.
2. Browse to the pages you want to bookmark.
3. Bookmark each page, and save each bookmark in the folder you created.
4. To start the Import/Export Wizard, on the **File** menu click **Import and Export**.
5. Save the folder you created to a network drive.
6. Send an email to the agents that they should import the new folder into their Favorites. In your email tell the Multimedia Contact Center agents where the web page list is located on the network. Be sure to include the location of the folder in your message. You can set up an address list of agents so you can notify all the agents with one email.

Whenever you create or update a web page list, notify the agents to copy the list to their computer.

Multimedia Contact Center graphics

You can design web pages that include these Multimedia Contact Center graphics, or you can upload your own graphics. For more information refer to "Uploading or deleting web pages" on page 31.

nortel.gif	
vb_logo.jpg	
vblogo3.gif	
Welcomebanner3.gif	

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